

Virtual Gateway Modification Announcement



August 2006

MassHealth Policy Questions?

Please call MassHealth Customer Service: 1-800-841-2900 TTY: 1-800-497-4648

Important Message from MassHealth...

You recently received a Virtual Gateway Enhancement Announcement outlining changes made to certain Virtual Gateway screens reflecting new MassHealth Citizenship and Identity documentation requirements. For your convenience, here is a link to that announcement: Virtual Gateway Release 2.3 Announcement

One such change was the addition of "Undocumented" in the drop-down menu "Immigration Status" of the **Immigration Status Information** page. Please see screen shot, below.

This addition was intended to provide a more specific alternative to "No information" so that a MassHealth determination for undocumented immigrants might be made in a more efficient and user-friendly manner. If, for example, MassHealth knew up front an immigrant had no documentation, MA21 would not have to send a request for immigration documents that the applicant declared s/he did not possess.

Since the addition of this new entry, MassHealth has received important feedback from a number of organizations, among them a variety of advocacy groups. The feedback indicates that, despite best efforts to make the processing of undocumented immigrants' applications less burdensome, the presence of "Undocumented" as a selection might result in some immigrants who have no paperwork reluctant to apply for MassHealth.

In light of this, please be advised that the selection "Undocumented" on the "Immigration Status" drop-down menu has been removed, effective immediately. You should now select "No information" as you did before the change, for those immigrants who do not possess documentation.

Please also see additional, accompanying, screen changes throughout this notice.



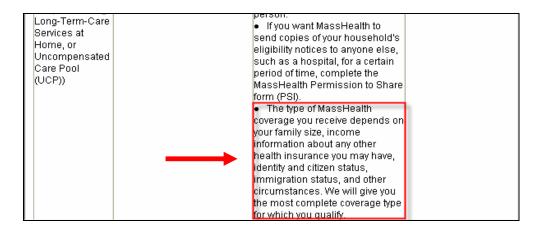
<u>PLEASE NOTE:</u> If you log back into a suspended or submitted application in which a user had previously selected the option "Undocumented" from the "Immigration Status" drop-down on the "Immigration Status Information" page, the field will now appear blank or 'null.'

Common
Intake
Changes
Affecting
MassHealth
ONLY

Accompanying the change above, the checkbox "Applying only for MassHealth Limited, and/or CMSP, or Healthy Start, and/or UCP" which recently was removed from the **Immigration Status Information** page *has been restored*:



On the **Next Steps** page, under the *Instructions for Completing the Application Process* column, a portion of this sentence has been changed to now include "identity and citizen status" for MassHealth, instead of "your identity, U.S. citizenship/national status" which has been deleted:



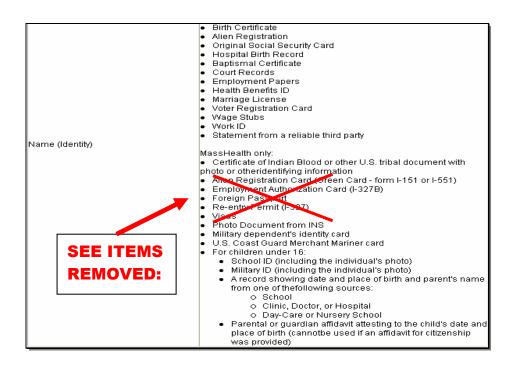
On the **Next Steps** page, under the MassHealth *Applicant Name and Verification Item* column, "Name (Identity)" will now display as an item to be verified **ONLY** for each MassHealth applicant who answers "Yes" to "Is this person a US Citizen/National?" on the **Personal Information** page:

Program Name	Contact Information	Instructions for completing application process	Applicant Name and Verification Item
		 The information to the right 	
		contains a list of items that	
		MassHealth may need to	
		process this application.	
		When MassHealth receives	
		your application, we will review it	
		and will send you a written notice	
		within 10 days if you need to	
		send us more information. (See verification documents listed	
		below.) The notice also will tell	
		you where to send the	
		verifications.	
		When sending the	
		verifications to MassHealth, it is	
		very important to write on each	
		page of all the documents your	Name (Identity)
		SSN or "application confirmation	
		number," which is given you	Cindy Sinz
		when you apply. This will help us	
		process your application more	U.S. Citizenship/National
		quickly.	Status
		 MassHealth will send all 	Cindy Sinz
		eligibility notices about all	

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Please call MassHealth Customer Service: 1-800-841-2900 TTY: 1-800-497-4648 Also on the **Next Steps** page, the following items have been removed from the *MassHealth-only* section regarding verifying Name (Identity):

- ⇒ Alien Registration Card (Green Card form I-151 or I-551)
- ⇒ Employment Authorization Card (I-327B)
- ⇒ Foreign Passport
- ⇒ Re-entry Permit (I-327)
- ⇒ Visas
- ⇒ Document from INS



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Please call the Virtual Gateway Help Desk: 1-800-421-0938 TTY: 617-988-3301

